

January 3, 2005

RE: 2004 Docket #'s 04-00166 and 04-00211

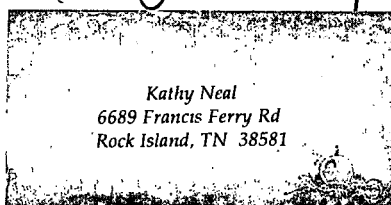
Dear Sir or Madame:

The Tennessee Regulatory Authority Docket 04-00166 and 04-00211, if approved, could allow higher rates for calls from inmates at Tennessee jails and prisons. I am urging you to support the children and families of prisoners and vote against any increases in costs and any possible decreases in the time length of calls from a state or local penal institution.

Families of Tennessee prisoners are the forgotten victims of crime. Innocent of any wrong doing, they too often suffer in silence. It is therefore very important that elected and appointed government officials protect our interests. Our families are primarily responsible for telephone and many other expenditures of our incarcerated loved ones. The proposed changes would result in drastic telephone rate increases that we cannot afford. We also cannot afford to stop improving our family relationships through regular 30-minute telephone calls. Healthy family bonds during imprisonment help to reduce repeated incarcerations and ultimately make our communities safer for all Tennessee families. To shorten the length of the calls would be devastating to family bonds. Affordable local and long distance calls are especially critical for families who are not physically or financially able to visit prisons that are often in remote locations where public transportation is not available and over night accommodations and meals would drive up costs. I am also concerned that the current telephone provider, Global Tel-Link lacks accountability to its customers. We insist that improved customer service and better billing services are required of all telephone service providers to prisons and jails in Tennessee.

As a concerned citizen, I will be watching these issues very closely. I earnestly hope that you will support families of Tennessee's prisoners and not the interests of big business.

Sincerely,
Kathy Ann Neal



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OFFICE OF
PAT MILLER

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TN REGULATORY AUTHORITY

Hon Pat Miller
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, Tennessee 37243

Re: Telephone Rate Increase/Jails and Prisons
—Docket #04-00166 and #04-00211

Dear Mr. Miller:

I have been involved with prisoners and their families for over thirty years. I was General Counsel for the Louisiana Department of Corrections from 1973 through 1981 and Vice President of Legal Affairs for Corrections Corporation of America from 1984 to 1987. I presently represent individuals and corporations regarding sentencing and prison-related matters.

It has been my experience that families of inmates often suffer more than the inmate. It think it is cruel and heart-breaking to add to their problems by charging them considerably more for telephone calls than you and I pay. I have represented over twenty state and local governments in connection with privatizing their corrections operations. I know from this experience that the profits generated by the telephone operations are enormous and to whom they go is a subject that is fiercely negotiated.

I hope that you and your fellow directors will resist any efforts to increase the rates which can be charged for calls placed from prisons and jails. In fact, I hope you will take the initiative and reduce the exorbitant rates that presently exist.

I will be happy to testify before the authority if this would be of any help in understanding this problem.

Sincerely,


Richard Crane

RC/nm